



SERVICE POLICY

SCANTRON
quality computers



INSTRUCTIONS

Read this Service Policy carefully. It's your key to successful merchandise returns. Our policy features guidelines to help us process your return quickly and accurately. It's also designed with flexibility in mind. If you have special needs regarding a return, please contact us.

IF YOU'RE HAVING DIFFICULTY WITH A PRODUCT...

1.



Read the User's Manual so that you don't overlook something regarding the product's installation or usage. Calling the manufacturer's technical support department will also be helpful.

2.



If that doesn't help, call the Scantron Quality Computers Technical Support Dept at 810-774-2680 (Mac and PC) or 810-774-7740 (Apple II). If they can't fix your problem, they will issue an RA (Return Authorization) number.

3.



Complete the Return Form (on reverse side of Packing Slip), and enclose it with the item you're returning. Follow all instructions carefully.

IF YOU'VE RECEIVED THE WRONG PRODUCT...

1.



DO NOT OPEN IT. Call your sales person (their name is on the packing slip) to get a RA (Return Authorization) number.

2.



Complete the Return Form (on reverse side of Packing Slip), and enclose it with the item you're returning. Follow all instructions carefully.

Then...



Re-use the original shipping box, write the RA number on it, and ship it UPS to:
Scantron Quality Computers • Attn: Returns • 20200 Nine Mile Rd. • St. Clair Shores, MI 48080

SCANTRON quality computers

REACHING US IS EASY!

PHONE

1-800-777-3642 Call toll-free from the U.S. or Canada to place your order. Our highly-trained sales staff is waiting to serve you from 8AM-8PM Monday-Friday E.T. International 810-774-7200.

FAX

1-810-774-2698 Fax your orders or inquiries 24-hours a day, seven days a week.

E-MAIL

SALES: sales@sqc.net Send e-mail to our sales staff 24-hours a day, seven days a week.

TECH SUPPORT: tech@sqc.net Send your technical questions to our technical staff

MAIL

PO Box 349, St. Clair Shores, MI 48080. Mail in your orders, or just drop us a line. We'd love to hear your comments about our price, service, and support.

PAYMENT METHODS

We gladly accept school and government purchase orders by mail, phone, or fax.

We must receive a copy of your purchase order to process your order. We extend net 30 terms to schools and government agencies only.

When completing a purchase order, remember to include:

- Your billing address and ship-to address
- Your name, phone number and fax number
- Complete product names, part numbers, and platforms (i.e. Macintosh, DOS, Windows, etc.)
- Product version (i.e. consumer, school, lab pack, etc.)
- Your sale's person's name
- Date to ship if other than ASAP

A 1.5% monthly charge (18% annually) will be applied to all accounts over 30 days past due.



We also accept Visa, MasterCard, Discover, American Express, checks, and money orders at no additional charge. If you're paying for your order with a personal check, please allow 10 days for the check to clear.

HELP US GET YOUR ORDER RIGHT

Please use part numbers when ordering. This will ensure that you get the right products.

PRICES & PRICE MATCHING

All prices are subject to change without notice. We will meet any nationally advertised price at a manager's discretion. Price matching does not apply to close-outs, special buys, and items subject to volatile market conditions (i.e. SIMMs).

BIDS AND QUOTES

Call Julie Pawlusiak at ext. 763 for the guaranteed lowest prices on your large orders and district or state level bid requests, or mail your request to our Bid Department.

SHIPPING

We ship via Fed Ex, UPS, US Mail, DHL Saturday deliveries are available. Sorry, no C.O.D.s. Add 5% to your order for shipping handling (minimum \$5, maximum \$20).

RETURNS

Your complete satisfaction is our goal. To help ensure that, we offer only the finest quality products available, along with a 30-day money back guarantee on many of them. If, for any reason, you receive a defective product, or one that does not meet your expectations, call your sales representative within 30 days to receive a Return Authorization (RA) number. You will receive either a replacement product, credit to your account, or a full refund excluding return and replacement freight which is your responsibility. Keep copies of your invoice and packing slips for reference.

No returns will be accepted without an RA# on the outside of the box. All returns must be received by Scantron Quality Computers within 30 days from ship date. Your RA number must be marked on the outside of your return package. Please send returns via UPS prepaid and insured.

All returns must be in 100% resellable condition. Make sure that everything you return is packed securely in a sturdy shipping box with plenty of padding. If any items from a product's original packaging, including warranty card, box, manuals, etc., to make it resellable, there will be a minimum \$10 service charge billed to your account that must be paid before a credit or replacement will be completed.

The following items are not returnable unless defective, in which case they will be replaced for the same product only: special orders, hardware, network versions, site licenses, and products contained in a license agreement envelope that have been opened.

Returning Merchandise for Credit—Unfortunately manufacturers will not accept returns from us that are damaged or incomplete. Therefore, returns must include all original packaging, manuals, disks, etc. in its original form. If the item is not in its original condition, (ie. written on, torn, stained, etc.) or is missing material, we will not issue a credit for its return.

HOW TO EXCHANGE HARDWARE

Should a hardware item require service within 30 days of purchase, we will repair or replace it for you. Simply follow these steps:

1. Call our Technical Support Department (Mac/PC 810-774-2680 or Apple II 810-774-7740). You will receive the kind of advice and know-how that can prevent needless down time and returns.
2. If the item requires service, you will be issued a Work Order number. Return the item to us within 30 days of purchase including the completed Return Form (on back of Packing Slip) and all original packaging in perfect condition. We cannot replace damaged packaging and manuals.

HOW TO RETURN SOFTWARE

Follow these steps to receive a credit for your return.

1. Call our Sales Department at 1-800-777-3642 to get an RA (Return Authorization) number.
2. Return the product to us within 30 days of purchase including the completed Return Form (on back of Packing Slip), and all original packaging in perfect condition. Please use a sturdy shipping carton. Do not affix mailing labels or write on original packaging. We can not accept merchandise that has been damaged, or is missing packaging, manuals, disks, etc.
3. If you paid by credit card, a credit for the merchandise will be sent to your credit card company within one week after your return has been processed. Please allow two billing cycles for the credit to appear on your statement.
4. Sorry, we cannot refund shipping and handling charges (to or from).

INCORRECT SHIPMENTS

If you receive the wrong item(s), DO NOT OPEN IT. Call us immediately.

TECHNICAL SUPPORT

Should you have difficulties with any item you purchase, you may call our Technical Support Department (810-774-2680 Mac/PC or 810-774-7740 Apple II). We also recommend contacting the manufacturer of the product. For your convenience, we have listed the phone numbers of some of the manufacturers we carry.

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|---|----------------|
| Abracadata | 503-342-3030 |
| Apple | 1-800-776-2333 |
| Baudville | 616-698-0888 |
| Broderbund | 415-382-4700 |
| Claris | 1-800-544-8554 |
| Compu-Teach | 206-867-0767 |
| Davidson | 1-800-556-6141 |
| Discis | 1-800-567-4321 |
| Edmark | 206-556-8409 |
| Heartsoft | 1-800-285-3475 |
| Hewlett-Packard | 208-323-2551 |
| The Learning Company | 1-800-852-2255 |
| MECC | 612-569-1656 |
| Microsoft | 1-800-426-9400 |
| MindPlay | 1-800-221-7911 |
| Optimum Resources (Weekly Reader) | 1-800-327-1473 |
| Orange Cherry | 1-800-672-6002 |
| Pace Mark | 708-564-0300 |
| Queue | 1-800-232-2224 |
| Roger Wagner Publishing | 619-442-0522 |
| Sequential Systems | 1-800-999-1717 |
| Software Toolworks | 415-883-5157 |
| Supra Corp. | 503-967-2492 |
| Symantec | 408-252-5700 |
| Tom Snyder Productions | 1-800-342-0236 |
| Unicorn | 702-597-0818 |
| Wayzata | 1-800-377-7321 |
| WordPerfect | 801-222-4500 |

NOTE: Broderbund, Claris, Microsoft, and WordPerfect have separate technical support numbers for each product.